

POLICY AND COMMUNICATIONS BULLETIN

THE CLINICAL CENTER

Medical Administrative Series

M00-3

23 August 2000

MANUAL TRANSMITTAL SHEET

SUBJECT: Patient and Family Education

1. Explanation of Material Transmitted: This issuance transmits the policy of the Clinical Center on the process of improving patient and family education regarding care and participation in clinical research. This policy was approved by the Medical Executive Committee on 15 August 2000.
2. Material Superseded: None
3. Filing Instructions: "Other" Section

Remove: None

Insert: No. M00-3, dated 23 August 2000

DISTRIBUTION

Physicians, Dentists and Other Practitioners Participating in
Patient Care

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SUBJECT: Patient and Family Education

PURPOSE

To establish a collaborative approach to improving patient health outcomes through the interdisciplinary delivery of high quality, cost-effective patient-family education to support the patient's involvement in his or her decisions regarding care and participation in clinical research.

POLICY

Each patient and other persons significant to the patient will receive health education from the interdisciplinary team based on an assessment of their learning needs and readiness to learn which is planned, implemented, and evaluated in a systematic manner. The Clinical Center will provide appropriate resources and/or referrals to support patient-family education. Patient education activities are documented via an approved documentation system.

SCOPE

This policy affects the patient, family, and all health care professionals involved in clinical research. Health education begins on entry to the research environment and continues through all phases of the research study regardless of treatment setting. Interdisciplinary team members identify patient and family learning needs and readiness to learn and collaborate in the development, implementation, and evaluation plan of those learning issues. Health education provided to the patient and family must be consistent with the patient's and/or family's plan of care.

Health education is provided by an interdisciplinary team of patient care providers with the required knowledge and skills to develop and implement a teaching plan and evaluate the patient's and family's responses.

PROCESS FOR MANAGING EDUCATION MATERIALS

The Clinical Center will establish a centralized interdisciplinary Patient Education Committee. It will report to the CC Clinical Quality Committee and will serve in an advisory capacity and as a resource to patient care staff within the organization. The PEC has overall responsibility for recommending policy, procedure, and development of organization-wide patient education goals and programs. In addition the PEC will:

1. Endorse approved patient education materials, following a review based on established criteria (attachment A), for use across the organization and submit to the Office of Clinical Center Communications for inclusion and maintenance in the patient education database. This does not necessarily include institute generated protocol specific information.
2. Review proposals for the development of new patient education materials.
3. Monitor the review process for patient education materials by each discipline for redundancy, duplication and consistency with policy.
4. Serve as a forum for evaluating and implementing new patient education technologies.

Each Clinical Center health care discipline is responsible for educating the patients and families from its disciplinary perspective and accessing/providing education resources. Each CC Department is responsible for the following activities when appropriate:

1. Identify the need for patient education materials for patients or families.
2. Assess internal/external sources for appropriate teaching resources and procure when indicated.
3. Provide interdisciplinary support/review.
4. When needed coordinate the interdisciplinary development of new patient education materials.

5. Approve newly developed/procured patient education material according to established criteria (attachment A).
6. Submit the material to the Clinical Center Patient Education Committee for endorsement and inclusion in the interdisciplinary patient education material database.
7. Review of active patient education resources at least every three years according to established criteria.
8. Collaborate with other disciplines and the Clinical Center PEC to plan specific patient education programs and identify training and education needs of staff related to patient education.
9. Document assessed learning needs and evaluation of learning so that the interdisciplinary team can retrieve documentation.

ATTACHMENT A

Clinical Center Patient Education Materials: Database Information Sheet

I. Submitter to complete

Title _____ Target audience _____
 Topic _____ Language(s) English _____ Spanish _____
 Source* _____ Other _____
 Location* _____ Reading level: High _____ Medium _____ Low _____
 Date: Developer/Printed _____ Medium _____
 Last Review _____
 Available by consultation only _____ No _____ Yes – Dept/Service _____
 Recommendation for Patient Ed. Material: _____ Add _____ Continue Use _____ Delete _____
 *Include website, if applicable

II. Department Patient Education Committee to complete

<u>A. Content</u>	Yes	No	N/A
1. Accurate and up-to-date	_____	_____	_____
2. Supports standards of professional practice	_____	_____	_____
3. Educational objectives are clearly stated	_____	_____	_____
4. Educational objectives are met	_____	_____	_____
5. Information is presented clearly	_____	_____	_____
6. Culturally sensitive	_____	_____	_____
<u>B. Readability</u>			
1. Reading level fits target audience	_____	_____	_____
2. New terms are defined	_____	_____	_____
3. Sentences use active voice	_____	_____	_____
4. Ideas flow logically	_____	_____	_____
5. Important points are clearly stated	_____	_____	_____
<u>C. Design (for purchased or preformatted materials)</u>			
1. Headings are used	_____	_____	_____
2. Type is readable	_____	_____	_____
3. Graphics are appropriate	_____	_____	_____
4. Visual appearance enhances readability	_____	_____	_____

Comments

III. Required Signatures

Submitter Name _____ Department _____ Date _____

Interdisciplinary reviewer(s) (if applicable)

Name _____ Department _____ Date _____

Name _____ Department _____ Date _____

Department Reviewer

Name _____ Department _____ Date _____

CC Patient Education Committee

Name _____ Date _____